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The Magazine of the CT Section American Water Works and the Connecticut Water Works Associations

Fall 2019



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 Norwalk River by Hotel Zero Degrees after removal of the Flock Dam in Norwalk.



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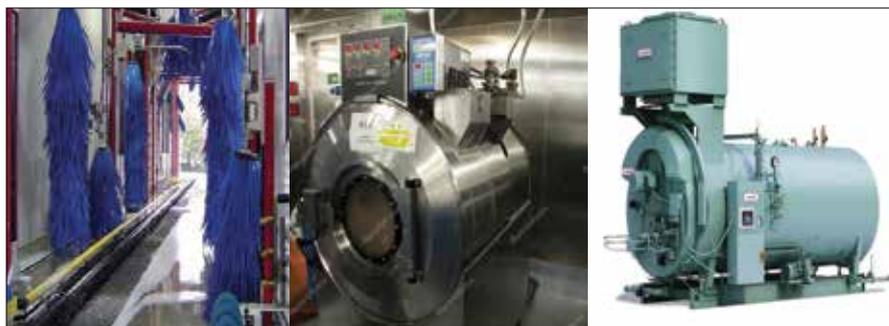
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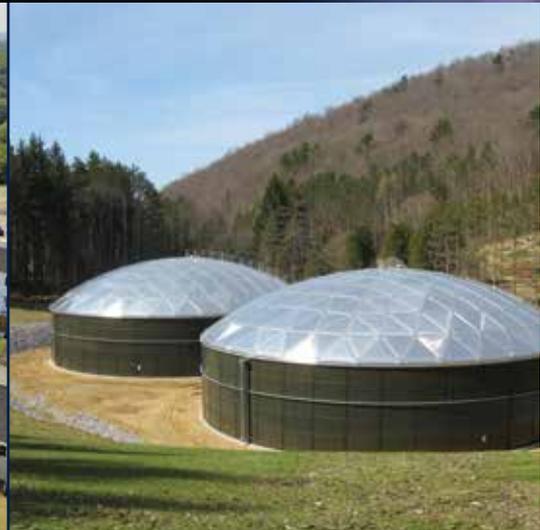
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The Perfect Storm of Regulatory Initiatives

Every year, the holidays seem to approach earlier and at an ever more frenzied rate, and this year is no exception. The only competition Tom Turkey and Ole St. Nick have for setting a faster pace is the rate at which new developments in public health and water quality research, and of course the changes in regulations that follow.

So what's a utility to do? Should you focus on PFAS, revisions to the LCR, Cyanotoxins, DBPs, or Legionella looming around the corner? Or should you just focus on complying with existing regulatory requirements? The answer is simple: you need to focus on them all, simultaneously. As one of our colleagues has described this, we have entered the perfect storm of regulatory initiatives.

While this promises to be a challenge, in the end, we'll do what we've always done and make it work. We all take very seriously our collective charge of maintaining safe, high-quality drinking water for the residents of Connecticut. This is never something that has been accomplished without effort, and now is no different. As the bar continues to be raised, we must rise ourselves to meet it. We will need to work harder, exercise further patience, continue to share our expertise, and be prepared to collaborate. We will need to utilize these skills of advocacy and collaboration moving ahead, and now is the time to begin sharpening them.

Regardless of the initiative, we must continue to stress the importance that all regulation of drinking water be based on sound, peer-reviewed scientific processes, absent of emotional influence and inclusive of economic feasibility and risk/benefit assessments. We must continue to underscore that our collective position, from a stance rooted in reality, is based on the belief that while limits absolutely should protect human health, they also need to make sense, be attainable, and be affordable. Anything else would be unfair to our customers, placing an undue burden on them with no measurable benefit.



Compliance should become an issue involving a shared responsibility between ourselves and others. An increasing number of proposals put forward by special interests place a disproportionate burden on the water industry, despite the fact that we are but one gear in the mechanism ensuring public and environmental health in the state of Connecticut. The work ahead to protect

that health must be a collaborative effort that never loses sight of our customers and their families, who are the ultimate recipients of our water and any decisions made regarding its quality, delivery or cost. They are the people we work for, and it is for their best interests that we will continue to advocate.

I wish each and every one of you a very happy and safe holiday season. 💧

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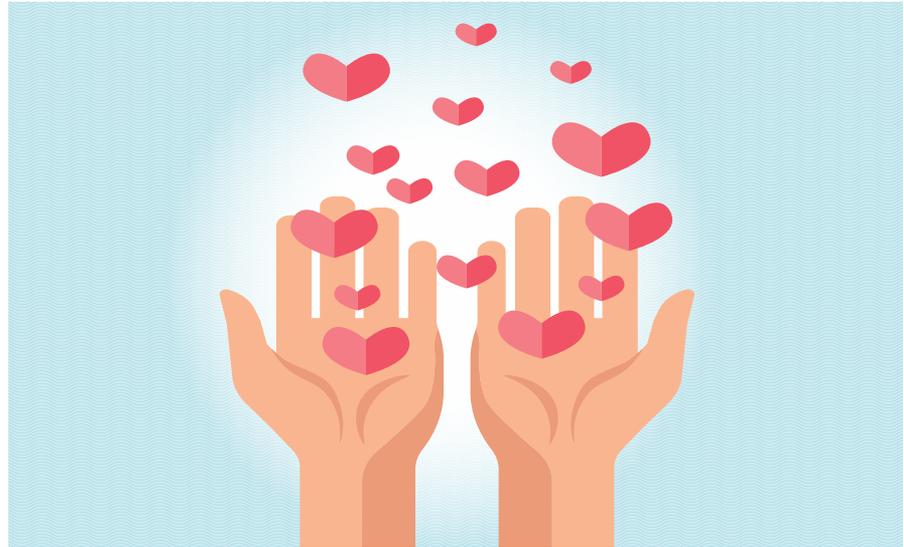
Opportunities Abound to Get Involved

On September 18, the Connecticut Water Works Association held the first in a series of breakfast meetings to give members the opportunity to meet informally with newly appointed Commissioners and key staff at state agencies. This meeting was with the Department of Energy and Environmental Protection (DEEP). At the suggestion of DEEP Commissioner Katie Dykes, each attendee introduced them self and identified pending DEEP issues or questions on DEEP policies or procedures. Numerous topics were presented and discussed. Just recently, I received a call from DEEP staff regarding the question I posed indicating Deputy Commissioner Wingfield had passed my concern along for follow up.

On October 23, the CWWA and CTAWWA hosted the Fall Conference at the Aquaturf in Southington. Over 200 attendees heard Governor Lamont and PURA Commissioner Betkoski speak about the implementation of the newly adopted State Water Plan. Presentations on Road Salt and Groundwater, the Interagency PFAS Task Force Report, and legal aspects of PFAS rounded out the conference.

On November 14, the CWWA hosted its second Legislative Planning session, at which time numerous updates and potential legislative initiatives were discussed. Ultimately, the Association will draft its Governments Affairs Agenda in advance of the opening of the Legislative session in February. This Agenda will be circulated throughout the membership and ultimately adopted by the Board of Directors and used in its advocacy efforts. Monthly Legislative Committee meetings will be held prior to and throughout the legislative session.

On November 20, the CWWA hosted a Meet the Regulators meeting with Department of Public Health where newly appointed Environmental Health and Drinking Water Branch Chief Lori Mathieu walked attendees through the Department's position and status



on Lead in public water and the newly introduced EPA Draft Lead and Copper Rule 2019, PFAS, Disinfection Byproducts, Sodium and Chloride, Legionella, and Manganese. It was a thoughtful, interactive presentation.

On November 21, over 100 people attended the AWWA Ct Section's 6th Annual Water Quality & Treatment Symposium, where presentations focused on algae control, disinfection byproducts, and PFAS along with a DPH regulatory update.

As you can see, over this short three-month period, five different training, planning, and informal discussion

opportunities occurred. The way we do business is changing – new regulations, revisions to old ones, changing public interests. The CWWA and the CTAWWA will continue to provide opportunities to help navigate and, to the extent possible, shape the direction of our industry. If you have questions, please reach out to me or someone you know who is on a committee or who has attended a planning or training session and learn more about how you can get involved in these two amazing associations. The opportunities exist, please seize the opportunity. I am confident you will be happy you did. 💧

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The Long-Awaited Regulation of Lead In Drinking Water



One thing I have always valued about working in the public drinking water industry is that there is never a lack of challenging issues to deal with across a broad spectrum of endeavor. Water quality, water quantity, infrastructure replacement, succession planning, problematic legislation, climate change impacts, sustainability, public perception, customer satisfaction – we’ve got it all.

And now the regulation of lead in drinking water has come to the fore. On November 13, EPA released the long-awaited official draft proposal of the *Lead and Copper Rule* revisions. The document is long, complex, and envisions sweeping changes in the way that lead in public drinking water is managed in this country. The copper requirements remain essentially the same.

It may become more difficult for systems with lead service lines to comply with the lead Action Level (AL) of 15 ppb since under the proposal, all compliance samples are to be collected from locations with lead service lines (LSLs). Failure to meet the AL will result in mandatory corrosion control treatment

work, mandatory LSL replacement, and notification of all customers within 24 hours. Failure to meet the proposed new trigger level of 10 ppb (90th percentile) can lead to corrosion control treatment studies and LSL replacement.

Even for systems that have no trouble meeting the lead limits, new requirements in the proposal will result in a very significant increase in workload and expense. Proposed requirements include developing a service line materials inventory that includes info on the customer side, revamping Sample Site Plans to prioritize locations with LSLs, increased volume of lead, copper and water quality parameter testing, developing LSL replacement plans, sampling at all schools and licensed child care facilities, multiple new customer and public communication requirements, and also requirements to identify the sources of lead inside a customer’s home when the lead level exceeds the AL of 15 ppb.

AWWA’s Government Affairs Office, Water Utility Council, and Lead and Copper Rule Technical Action Workgroup are all actively engaged with this proposed regulation and AWWA will be submitting

substantive comments by the January 13 deadline. The CT Section AWWA Regulations and Research Committee is also reviewing the proposal. EPA plans to release the final regulation sometime in mid to late 2020, and systems will then have three years to comply.

For individual water utilities, the watchword is ‘Be Prepared.’ Review the proposal and provide comments if you can. Watch the webinars that AWWA and EPA are providing. Attend CT Section AWWA and CWWA programs on this topic. If you haven’t already done so, prepare an inventory of all your service lines (utility side), and make sure that your Sample Site Plans are up to date with current regulatory requirements for inclusion of LSL locations.

A new *Lead and Copper Rule* presents an opportunity to build on the decades of progress our industry has made in reducing exposure to lead. AWWA will do its best to obtain a final regulation that is reasonable, cost effective, and reduces health risk. It is our job as utilities to meet the challenges that the new regulation will present. It’s in the best interests of our customers. It’s going to be interesting! 



Steve Vitko

CTAWWA/CWWA Activities:

Chair of the CTAWWA Source Water Protection Committee.

Day Job:

Watershed Protection Specialist, Regional Water Authority, New Haven, CT.

Personal Stats (Hobbies, Family, Residence, Sports Favorites, etc):

I reside in Milford, CT, with my wife and two dogs, Bentley and Finn. Outside of work, I enjoy ocean kayak fishing, paddle boarding, biking, and yardwork. I have been brewing beer for over 10 years and will be celebrating my 100th batch soon! I am currently a struggling New York Giants/Yankees fan, and when it comes to hockey: Go Bruins!

Recent Accomplishments:

I recently graduated from the 2019 Leadership Greater New Haven program, hosted by the Greater New Haven Chamber of Commerce.

Why volunteer for CTAWWA/CWWA?

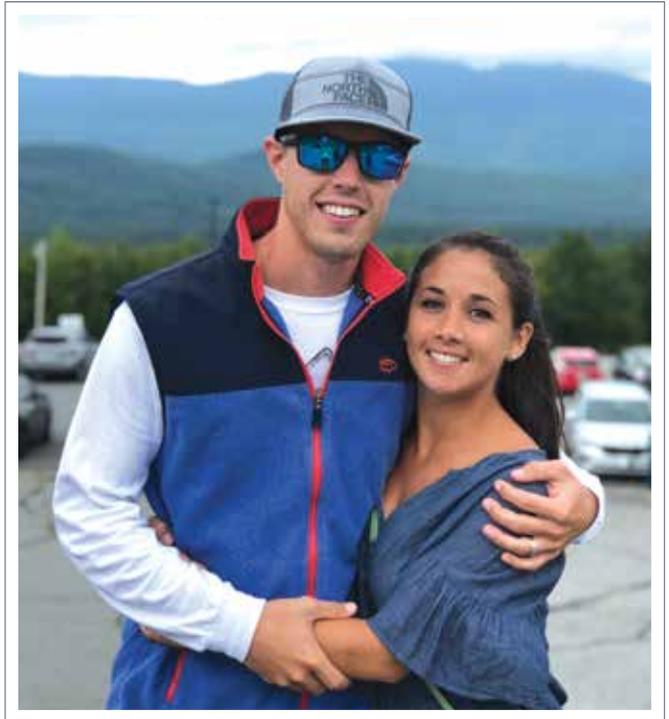
The CTAWWA is a great way to meet new people and get connections within Connecticut's water industry. There are vast opportunities to learn about all facets of the water industry and grow as a professional.

What was your first job in the water industry?

I worked for Aquarion Water Company as a Watershed Inspector during a four-month summer college internship. This involvement got me hooked on the water industry and is the reason I am still involved in the industry today.

What would you like to share?

As chair of the Source Water Protection Committee, I would like to welcome anyone who is interested in joining the conversation about protecting our states source waters. As we learned at the CTAWWA/CWWA 2019 Fall Conference, Connecticut's source waters are facing impacts old and new, such as upward trends



of sodium and chlorides due to winter road salt applications, and of course, the all-too-popular 'forever chemicals' - PFAS compounds will continue to be analyzed and discussed as new research and regulations emerge. Actions will need to take place to minimize these impacts to Connecticut's source waters, so there is plenty to accomplish. All are welcomed to join the committee, so contact me if you are interested!

Favorite Water Memory:

Summer beach trips to Cape Cod and Block Island with family and friends. 💧

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GOVERNOR RELEASES FINAL PFAS ACTION PLAN

On November 4, Governor Ned Lamont announced that the Connecticut Interagency PFAS Task Force – the group he created this summer and tasked with making recommendations for him to consider that address the potential harmful effects of a widely-used class of chemicals known as PFAS – has transmitted to his office its final action plan.

The plan recommends testing water supplies across the state, reducing the sources of PFAS in the environment, and cleaning up known contamination due to this class of emerging pollutants.

“I applaud the work of this task force, which is the result of a collaborative effort among public, private, and nonprofit stakeholders coming together to address an emerging contaminant with real impacts globally, nationally, and right here in Connecticut,” Governor Ned Lamont said. “I look forward to working with stakeholders to take the steps necessary to further protect the health of our citizens and our environment from these chemicals, which are so pervasive in consumer products and industrial processes.”

The *Final Action Plan* includes a number of action items affecting drinking water, including:

Requiring testing of public drinking water for select PFAS using EPA-validated laboratory methods for analysis. The state will utilize a phased approach to prioritize testing of public water systems with vulnerable sources as identified by land use assessments, those that serve vulnerable receptors such as schools and daycares, and those that serve disadvantaged communities.

If PFAS are identified through this testing, the state will work with water companies to mitigate human exposure, collaborate with local officials on education and outreach to affected communities, and develop educational information specific to schools and daycares.

Establishing a Safe Drinking Water Advisory Council to advise DPH regarding the potential development of Maximum Contaminant Levels (MCLs).

Supporting measures that provide financial assistance to public water systems

for infrastructure improvements, including treatment and/or interconnections to nearby public water systems.

Educating Connecticut residents and local officials on the potential risks associated with the ingestion of PFAS-impacted drinking water.

The Citizens Campaign for the Environment launched a letter writing campaign as part of the public comment period on the draft plan, calling for the establishment of a drinking water MCL of 2 ppt, although it did not provide any rationale or scientific basis for this recommendation. The organization is expected to renew its call for an MCL of 2 ppt during the legislative session.

CWWA and other water companies raised the following points in comments. Prior to phasing in mandatory statewide testing, the state should:

- Develop clear, consistent regulatory guidance to provide certainty to water companies in how to address any elevated PFAS levels.
- Determine whether Connecticut has sufficient laboratory capacity and appropriate analytical methodologies and testing protocols in place to perform testing in a timely manner.

If the PFAS Action Plan calls for regulating state drinking water for PFAS:

- Standards should be developed using a scientific, risk-based process.
- Standards should be sufficient to protect public health, but not set arbitrarily low, which will trigger unnecessary treatment costs and/or water supply disruptions if systems must be taken offline.

In implementing any recommendations, the state must provide public water suppliers with reasonable compliance timeframes and adequate financial assistance for infrastructure improvements

In addition, given the cost of treatment and developing new sources of supply, the state should focus on prevention and remediation, including limiting the use of PFAS containing products and



addressing concerns with possible PFAS generators, such as landfills, and certain manufacturing sites.

The *Final Action Plan* and related information can be downloaded at www.ctpfastaskforce.com. 



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Water For People Celebrates 25 Years

By Dan Lesnieski

The CT Section AWWA Water For People Committee was established in 1993 under Chair Len DeJong's leadership and included other charter members Peter Iovene, Patrick Kearney, Stephen Olson, John Powell, and Rick Stevens. I joined the committee after its introduction at the 22nd Annual Joint Conference at the Newport Islander that May.

As the committee began to develop its mission it was clear there was a need for fundraising to help support the effort. The topic of a golf tournament was raised, possibly by me, and discussed. Being the only dedicated golfer on the committee and having attended one or two tournaments in the past, I was tasked with investigating the concept of an event for this purpose. From this our Annual Fall Classic was created.

The event had multiple purposes in support of Water For People, the first of which was to raise funds for projects abroad. Secondly, we wanted to raise general awareness of WFP as well as create an event for the Section membership. The trick being to raise some money but keep things reasonable to encourage participation for all Section members as well as member employees. We established the approach to have the participants pay their cost and raise funds from the raffle and sponsorships. This approach served us well and we've always had a raffle prize list to challenge any other event. The last objective, unofficially, let me enjoy a day of golf, which is not easy when running an event like this.

Our inaugural event was held in September 1995 with just under 100 people attending. The second annual expanded to around 125 attendees. From there, the event attendance blew past 150 and we've since exceeded 200 on a regular



basis. I guess we were doing something right! Always held at Tunxis Plantation in Farmington, we've gone from one 18-hole course to 27 holes to two full courses (36 holes) and enjoyed a very nice banquet following golf. There has always been an outing component to the event and while it never quite took off on its own, it's great to see people hanging out enjoying some competitive bocce following the banquet. Bocce might be a better fit for some of our participants.

Through the years, we've been through a lot associated with this event. Of course, the top of this list is the tragic day of September 11. Many will recall the absolutely beautiful morning, crystal clear not a cloud to be found, then hearing of a plane hitting the World Trade Center as we

left for the first tee. By the time we reached our assigned holes, cell phones were blaring and the reality of what happened came to light. Those of us who stayed remember the somber eeriness of the day. There was no cheering for made birdies but more of an obligation to complete the round and not be robbed of our freedom. We'll all recall where we were when...!

We have regularly enjoyed great weather for the event. Even though I spent many a sleepless night before listening to rain pelt the roof wonder, "What the heck are we going to do in the morning?" – only to be pleasantly surprised by game time weather. A few times, it rained up to tee-off and/or poured once we finished the round. We did have to postpone once due to flooding rains the week



before our scheduled date. One not-to-be-forgotten storm during the event resulted in a transformer blowing up on Route 4 just as I hit a fairway shot – after skipping a heartbeat, I said, “That’s enough boys – we’re heading in for a break!” Mostly everyone finished that day after the rain ended.

We’ve also lost some dear friends on the Committee, and to this event, along the way: Miles and Val Messenger, and Paul Carver.

On September 10, 2019, we held and celebrated our 25th year!! One hundred and sixty participants enjoyed an awesome weather day and 18 holes of golf as well. I want to personally thank everyone involved for their participation and support over

the past 25 years. We could not have done it without the regular participants and volunteers who showed up annually to do whatever was needed that day. Our initial event was somewhat limited to a handful of volunteers and whatever I could figure out on the fly. It became much more refined over the years and once I recruited the direct help from Steve Melanson and Josephine Lingua. They brought many improvements and features (poker, hit the green) to the table that made the event more enjoyable for everyone, not just the ‘good’ golfers. Alex Cosentino and Judy Soda have since replaced them and we’ve not missed a beat. I’ve counted on their support immensely, knowing they have it covered. These four folks share greatly in our success!

Finally, to the sponsors, I’m sure I’d miss someone if I try to be too specific here, so I’m going to be general. Many of you have been in support of this event from day one and never wavered. Year after year, you took the call and stood up when needed. I didn’t have to twist too hard when soliciting a specific prize sponsor and we’ve received some really nice swag due to your generosity. Thank you!!

I’m truly honored to have led this event and great team. In all we’ve together raised nearly \$420,000 for WFP, and although the WFP approach has evolved, we are confident it’s going to be used to help others. We’ve raised awareness of the need! And lastly had a heck of good time doing it! 💧



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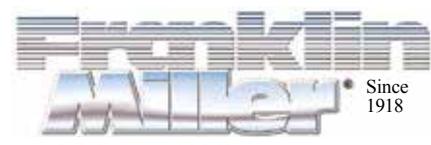


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AT 2019 CWWA/CTAWWA FALL CONFERENCE



Attendees benefited from the excellent presentations, which can be downloaded at www.cwwa.org!

Almost 200 water industry professionals attended this year's CWWA/CTAWWA Fall Conference at the Aqua Turf in Plantsville, CT – the largest gathering ever! The event coincided with Imagine a Day Without Water, a national campaign to promote awareness of the value of water, infrastructure investment, and water conservation.

Governor Ned Lamont joined the conference as the keynote speaker, highlighting the recent adoption of the State Water Plan and discussing the importance of addressing issues affecting Connecticut's public water supplies, including climate change and issues that threaten water quality, such as lead, PFAS and other potential contaminants.

Commissioner Jack Betkoski of the Public Utilities Regulatory Authority (PURA) joined the governor at the podium to applaud the adoption of the State Water Plan and the work of so many of the people at the conference in developing the plan and

moving forward with its implementation. Commissioner Betkoski then introduced Ellen Zoppo-Sassu, Mayor of Bristol, Brenda Watson, Executive Director of Operation Fuel, and Romana Longo, Executive Director of CTAWWA, to discuss the value of water and activities that the state has undertaken to promote the Imagine a Day Without Water campaign.

In addition to the luncheon program, attendees benefited from the following excellent presentations, which can be downloaded at www.cwwa.org:

New and Emerging State Laws and Regulations

Presenters: Lori Vitagliano of RWA, and Maureen Westbrook of Connecticut Water Company, who serve as two of CWWA's Legislative Tri-Chairs

Road Salt and Groundwater: Monitoring, Management and Mitigation Strategies

Presenter: Thomas Cusack, WSP USA

PFAS: Technical, Legal, & Regulatory Developments

Presenters: Richard Desrosiers of GZA GeoEnvironmental and Attorneys Bob Melvin, Megan Baroni, and Emilee Mooney Scott of Robinson & Cole LLP

CT's PFAS Action Plan

Presenters: Deputy Commissioner Heather Aaron, Department of Public Health (DPH), Lori Mathieu, Section Chief, DPH Drinking Water Section and Ray Frigon, Assistant Director, Remediation Division, State Department of Energy and Environmental Protection (DEEP)

CWWA's Legislator of the Year

Sen. Cathy Osten (D-Sprague)

CTAWWA Update

Kristopher Bates, Ferguson Waterworks





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CWWA Legislative Update

“Under the new law, employee training must be updated every 10 years. Failure to provide the required training will be considered a ‘discriminatory practice,’ and employers will be subject to fines up to \$1,000.”

New Sexual Harassment Laws: Are you in Compliance?

The Connecticut General Assembly adopted sweeping changes to the state’s employment discrimination laws that all employers should pay attention to, including:

Extending the time period in which employees may file a discrimination complaint with the Commission on Human Rights and Opportunities (CHRO) from 180 days to 300 days;

authorizing courts to order punitive damages in discrimination cases released from CHRO jurisdiction and expanding the types of damages that CHRO may award to include reasonable attorney’s fees; requiring all employers with three or more employees to provide:

- Any new employee with a copy of information regarding the illegality of sexual harassment and remedies available to victims within three months of the employee’s start date. The information may be provided by email, if the employer has provided the employee with an email or the employee has provided an email to the employer for such use. If not, the employer must post the notice on its website.
- All existing employees with two hours of training by October 1, 2020.
- Two hours of training and education to new employees hired on or after October 1, 2019 within six months of their start date.
- Periodic supplemental training not less than every 10 years.
- Requiring employers with fewer than three employees to provide two hours of training and education to all existing supervisory employees by October 1, 2020, or within six months to new supervisory employees.

Under the new law, employee training must be updated every 10 years. Failure to provide the required training will be considered a ‘discriminatory practice,’ and employers will be subject to fines up to \$1,000.

Free Training Available

As required under the law, CHRO has developed free online sexual harassment training to assist employers in complying with the new requirements. Information about the training is available at www.ct.gov/chro. In addition, written materials, including posters required to be displayed in places of employment, are available to download at their website.

CHRO Authority to Enter Workplace

The new law also provides the CHRO with broad authority to enter an employer’s workplace to examine records, policies, procedures, etc. to determine whether the employer is in compliance with the law within 12 months of a complaint being filed with the CHRO or if the CHRO ‘reasonably believes’ that an employer is in violation of the new requirements.

Responding to Discrimination Complaints

In addition, the new law requires an employee to consent to changes that the employer makes to respond to complaints of alleged sexual harassment, such as relocating the employee, changing the work schedule or other modifications to the terms and conditions of the employee’s employment. This is designed to ensure that such measures are not taken in retaliation for filing a complaint. 💧

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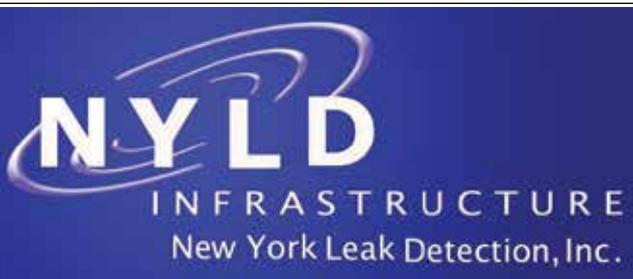
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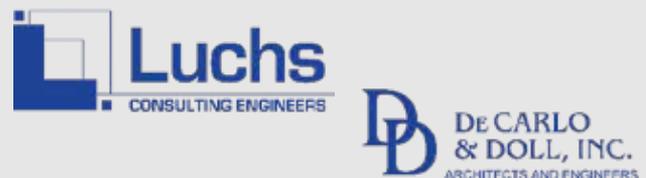
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Connecticut Celebrates Fifth Annual Imagine a Day Without Water to Raise Awareness About the Value of Water

The Connecticut Section of the American Water Works Association (CTAWWA) and the Connecticut Water Works Association (CWWA) celebrated the Fifth Annual Imagine a Day Without Water campaign to raise awareness about the value of water at their October 23 Annual Fall Conference at the Aqua Turf in Southington, CT.

Almost 200 water utility professionals and public officials were joined by Governor Ned Lamont, Commissioner Jack Betkoski, PURA and Chair of the state's Water Planning Council, Mayor Ellen Zoppo-Sassu, City of Bristol, Brenda Watson, Executive Director of Operation Fuel and Romana Longo, Executive Director of CTAWWA to celebrate Imagine a Day Without Water, a nationwide day of education and advocacy about the value of water.

This year, more than one thousand organizations across the country participated in activities to help raise awareness about how critical safe, high quality drinking water is to the public health, safety and economic development needs of our communities. Connecticut highlighted the importance of protecting public water supplies, investing in water infrastructure, and promoting water conservation as part of the following Imagine a Day Without Water activities:

Governor Lamont issued a proclamation recognizing October 23, 2019, as Imagine a Day Without Water Day to highlight the importance of educating the public about the value of water and how essential water is to Connecticut's quality of life and economic vitality. The proclamation will be presented by Governor Lamont as part of his keynote address at the conference.

Third grade students in Bristol Public Schools participated in a poster contest to highlight the value of water. The entries were judged at the CWWA/CTAWWA Fall Conference and the winners announced.

Connecticut Water Company launched a media campaign to challenge residents to think about what it would mean to go a day without water, recognizing that many of us take turning on the tap for granted. Imagine: No water to drink, or even to make coffee with. No water to shower, flush the toilet, or do laundry. Hospitals would close without



From left to right: Mayor Ellen Zoppo-Sassu, Mayor, City of Bristol, Deputy Commissioner Heather Aaron, DPH, Elizabeth Phelan, Chair, Bristol Water Commission, Commissioner Jack Betkoski, PURA, and Lori Mathieu, Section Chief, DPH.

water. Firefighters couldn't put out fires and farmers couldn't water their crops.

Aquarion Water Company has incorporated Imagine a Day Without Water in its educational programs offered to students throughout its service area, tying the instruction to the Cape Town Day Zero water crisis in South Africa, people who are living without water every day.

MDC produced a video short to highlight the value of water and investment in infrastructure and sharing it on social media.

South Central Connecticut Regional Water Authority published an op-ed calling on elected officials to make investment in water infrastructure a priority by funding the Drinking Water State Revolving Fund and other programs used by water utilities to expand and improve infrastructure. Investing in water is investing in a future where no American will have to imagine a day without water.

Several water companies, including Aquarion Water Company, Bristol Water Department, Connecticut Water

Company, Groton Public Utilities, MDC, and South Central Connecticut Regional Water Authority used social media (#ValueWater), company websites, and customer newsletters to educate the public about the value of water, the importance of water conservation and infrastructure projects underway in their communities.

Many water companies throughout Connecticut participate in customer assistance programs to help residents who are struggling to pay their water bills to ensure that they don't have to go a day without water. Several have created their own customer assistance programs and others partner with Operation Fuel.

The Bristol Water Department provided tours of its water treatment plant to students from Bristol Eastern High School who are enrolled in Environmental Studies. The tours provided students with an opportunity to learn firsthand what it takes to provide safe, quality drinking water to residents along with learning about all the potential career fields in the water industry. 💧



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AWWA and FEMA Release New Water Sector Resource Typing Guidance

In recognition of November being Critical Infrastructure Security and Resilience Month, the American Water Works Association (AWWA) and the Federal Emergency Management Agency (FEMA) have collaborated to develop a new *Water Sector Resource Typing Guidance*.

The new guidance replaces the 2008 *AWWA Water/Wastewater Mutual Aid and Resource Typing Manual* and is the result of a Memorandum of Agreement between AWWA and FEMA. The new guidance has been developed and prepared for integration into FEMA's *Resource Typing Library Tool (RTLTL)*.

"Resource management and mutual aid is an essential component of NIMS, as it provides federal, state, and local

jurisdictions a standardized means to provide, coordinate, and manage resources in incident response operations. It helps a utility determine what they could potentially provide to others through mutual aid; equally as important, it allows a utility to assess internal limitations and therefore understand what they may need to request from others," said Kevin Morley, AWWA's federal relations manager. "In addition, over the next year community water systems will be conducting risk and resilience assessments and updating emergency response plans in compliance with section 2013 of *America's Water Infrastructure Act (AWIA) of 2018*. The emergency response plan requirements call on utilities to include the

identification of actions, procedures and equipment that can be used in response to an incident. Integrating this new resource typing guidance into a utility's emergency response plan supports the objectives in AWIA and the National Incident Management System (NIMS)."

Resource typing is also a recommended best practice in *ANSI/AWWA G440: Emergency Preparedness Practices* and *AWWA's M19: Emergency Planning for Water Utilities*. The new guidance and associated standards provide the foundation for water utilities' risk and resilience programs that support compliance with AWIA. Additional training is available through AWWA's Utility Risk and Resilience Certificate Program. 



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Senator Cathy Osten Named CWWA Legislator of the Year

State Senator Cathy Osten (D-Sprague) was recognized today as the 2019 Legislator of the Year by the Connecticut Water Works Association, in recognition of her work on a variety of bills, including funds to fight invasive aquatic species and state loans to ensure adequate supplies of safe public drinking water in Connecticut.

The award was presented to Sen. Osten in front of nearly 200 people this morning at the CWWA/CTAWWA Fall Conference at the Aqua Turf in Southington.

“It’s impossible to overestimate the importance of a safe, reliable public water supply in Connecticut,” Sen. Osten said. “The cost of water is pretty cheap when compared to other essentials such as gasoline and electricity. But Connecticut as a state is nearly a quarter-century old, which means our water infrastructure system is pretty old, which means it needs constant updating and maintenance. I think the state has a role to play in that in order to serve and protect its citizens, so I thank the Connecticut Water Works Association for working with me to help achieve that.”

Sen. Osten also took the opportunity this morning to look forward to the 2020 legislative session which begins in February, predicting state legislators will likely debate bills about road salt contaminating private wells, mandatory testing for lead in public school water supplies, and PFAS – a group of man-made chemicals that have been around since the 1940s that are very persistent in the environment and in the human body and which can lead to adverse human health effects.

In presenting the award, CWWA President Mark Decker of Norwich Public Utilities said, “Senator Osten recognizes the importance of investing in water infrastructure to ensure the availability of safe, high-quality drinking water to meet the public health, safety and economic development needs of residents and businesses. In addition, Senator Osten has worked tirelessly to address water supply issues both in the communities she serves and the state as a whole. Last session, she successfully fought against unnecessary increases in fees on water customer bills, which will help ensure that public water suppliers can continue

to provide residents with drinking water at a reasonable cost.

“Senator Osten’s ability to understand and address the complex issues affecting Connecticut’s public water supplies is much appreciated. Her efforts will help position Connecticut as a leader in protecting water quality by supporting investment in replacing the state’s aging water infrastructure.”

Sen. Osten is Senate Chair of the Appropriations Committee, Vice-Chair of the Labor and Public Employees and Public Safety and Security committees, and a member of the Transportation, Veterans’ Affairs, and Regulations Review committees. 



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Maureen P. Westbrook Named President Of Connecticut Water Service

S JW Group announced that its wholly owned subsidiary, Connecticut Water Service, Inc., has selected Maureen P. Westbrook to become president of Connecticut Water Service effective December 1, 2019. Connecticut Water Service comprises SJW Group’s New England region and provides water service to a population of nearly 450,000 in 80 communities in Connecticut and Maine through its operating utility companies Connecticut Water, Avon Water, Heritage Village, and Maine Water. Westbrook will be the president of the Connecticut utilities, and Rick Knowlton will continue to serve as president of Maine Water.

“Maureen is uniquely qualified to fill this role given her 30 years of experience leading the customer service, communication and regulatory affairs efforts at Connecticut Water and her passion for serving customers and employees,” stated Eric W. Thornburg, Chairman, President and Chief Executive Officer of SJW Group.

Thornburg further explained, “She is highly respected in the water industry and has established strong working relationships with regulators and officials at both the state and national levels. Under her leadership, the company has expanded its communication and community outreach efforts, advanced a number of environmental goals, and routinely achieved world-class customer satisfaction.”

Westbrook began her career at Connecticut Water in 1988 and has served as the company’s vice president of customer and regulatory affairs since 2008. She is on the board of the Alliance for Water Efficiency, and she has served as president of the Connecticut Section of American Water Works Association and the Connecticut Water Works

Association, on the board of the National Association of Water Companies, and as co-chair of Connecticut’s Water Planning Council Advisory Group. She has a bachelor’s degree from Smith College and a master’s degree from Pennsylvania State University. Westbrook will be the first woman president of Connecticut Water.

SJW Group combined with Connecticut Water on October 9, 2019, to create the third-largest investor-owned pure-play water and wastewater utility, based on rate base, in the United States, serving nearly 1.5 million people across California, Connecticut, Maine, and Texas. Thornburg stated, “With her academic and practical experience in public health and environmental policy, Maureen is ideally suited for the opportunities and challenges of an industry-leading water utility. She is a trusted leader, and I am confident she will build on the company’s strong culture and honor the customer service and local control commitments made during the regulatory approval process to combine the companies.”

David C. Benoit announced that he will be retiring at the end of this year after a distinguished 24-year career at Connecticut Water. Benoit will continue to serve as president of Connecticut Water until the effective date of Westbrook’s appointment. He served as chief financial officer and treasurer before becoming president of Connecticut Water in 2017.

Thornburg stated, “We are extremely grateful for David’s service to the organization. In addition to his sharp business and financial acumen, he also had a strong ability to lead people, ensuring that employees felt valued and respected and that customers and shareholders were well-served.” Benoit had delayed his planned retirement in order to successfully lead the company through the recently completed



combination with SJW Group.

Benoit stated, “I have had the privilege of working with Maureen for nearly a quarter-century. She cares deeply about our 300-plus team members across Connecticut and Maine, and understands it is the men and women on our team who deliver quality water and outstanding service every day. She has effectively led the company’s legislative and regulatory efforts, developing strategies that balance the interests of the company and its customers with other stakeholders, protecting water supplies, and promoting environmental stewardship. Maureen’s selection brings continuity and consistency to company leadership. She can be counted on to support the team and work with stakeholders to deliver the benefits of the combination with SJW Group.”

Westbrook said, “I appreciate the confidence of the board and the leadership team, and I am honored to take on this new role. It is such an exciting time in our company’s history as we join with the SJW Group. I look forward to working with our talented, passionate team of water professionals to deliver on our commitments and to build on our record of service and environmental stewardship.” 

“I appreciate the confidence of the board and the leadership team, and I am honored to take on this new role.”



Premjith Singh Appointed Vice President-Chief Information and Digital Officer

The Regional Water Authority (RWA) has named Premjith (Prem) Singh as its first Vice President-Chief Information and Digital Officer. In this new role, Singh will lead the environmental services company's technology and digital roadmap, and oversee the development of solutions to improve the customer experience. He will also lead operational technology areas such as Critical National Infrastructure (CNI), cybersecurity, and process improvement and strategic planning functions. Singh will report to Larry Bingaman, President and Chief Executive Officer. His appointment is effective November 12, 2019.

"We are very pleased to welcome Prem to the RWA's senior leadership team," said Bingaman. "He brings significant expertise in helping companies develop innovative,

agile digital solutions that transform their business and allow them to better meet the needs and expectations of customers."

Singh joins the RWA from National Grid, where he served as chief information officer and vice president of information technology, leading technology innovation, business transformation and digital integration for the global organization, in addition to creating a Transformation Office focused on organizational change and strategic design. Prior to National Grid, Singh served in various technology and business transformation leadership roles at Avangrid/UII Holdings Corporation. There he led information technology consolidation of various applications and products to one SAP solution, transformed critical business processes for efficiency and productivity, and

successfully implemented a myriad of SAP new dimension products. Singh has a bachelor's degree in computer science and engineering from the University of Madras in India, and a master's degree in management of technology from Fairfield University in Connecticut.

"This is an exciting time for the RWA and I am delighted about the opportunity to lead technology during the organization's forward-focused transformation," said Singh. "I am impressed with the RWA's long history of providing excellent service and great innovation to its customers, and believe digital technology is at the heart of advancing the RWA's customer experience, operation, business transformation and vision."

For more information on the RWA, please visit www.rwater.com. 

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Aquarion Water Company Announces Leadership Changes Effective January 1, 2020

Eversource Energy recently announced that Charles V. ('Chuck') Firlotte will retire as President and Chief Executive Officer of Aquarion on December 31, 2019. Don Morrissey, the company's Chief Financial Officer and Executive Vice President, will succeed Firlotte as President.

Chuck Firlotte's decision to retire brings to a close a remarkable career spanning 32 years of service with the company, including four years in England with Aquarion's former parent company, The Kelda Group. He has been President and CEO of Aquarion for the past 16 years.

Under Chuck Firlotte's leadership, the management team and employees have delivered a consistent track record of strong performance for customers and shareholders. His leadership to drive continuous improvement initiatives has fueled Aquarion's performance resulting in Aquarion consistently leading all other utilities in service

delivery in the State of Connecticut, and the company has earned successive awards from Hearst Media Best Places to Work category.

"Chuck's commitment to excellence, his high energy execution and his inspirational leadership have been a significant factor in his success," said Eversource Chairman, President and CEO Jim Judge.

"The opportunity to serve our customers in three states in the northeast and to work with an incredibly dedicated group of Aquarion employees has been a unique honor," Firlotte added. "I also have every confidence that Aquarion, its customers and employees, will be in great hands with Don Morrissey at the helm. Don is exceptionally qualified and impressively talented."

Chuck presently serves on the Board of NB Power, an electric utility in eastern Canada, and is vice chair of the Sacred Heart University Board of Trustees, and also serves on the executive committee of the Bridgeport Regional Business Council.



Don Morrissey has been Executive Vice President and CFO of Aquarion since 2012. Throughout his 25-year career with the company, Don has had extensive leadership responsibility throughout finance, accounting, mergers & acquisitions, risk management, treasury and has also served as President of Homeowners Safety Valve Company, Aquarion's non-regulated business since 2006. Don began his career at Arthur Andersen and is a certified public accountant.

Don earned a master's degree in business administration from NYU Stern School of Business, an advanced managed degree from Harvard Business School, and a bachelor's degree in accounting from the University of Connecticut. He currently serves on the boards of the National Association of Water Companies and the Newtown Forest Association.

"Don's extensive knowledge of our industry, breadth of responsibilities across the organization, and strong leadership skills make him the ideal person to assume the top role at Aquarion going forward," added Judge.

"I am honored to assume leadership of Aquarion Water Company with an outstanding management team and dedicated employees who are committed to delivering high quality water and service to our customers," said Morrissey. "I look forward to continuing to grow the business, being good stewards of the environment and developing strong working relationships with our constituents, customers and employees."

Don lives in Newtown, CT, with his wife Betsy. He has four children. 



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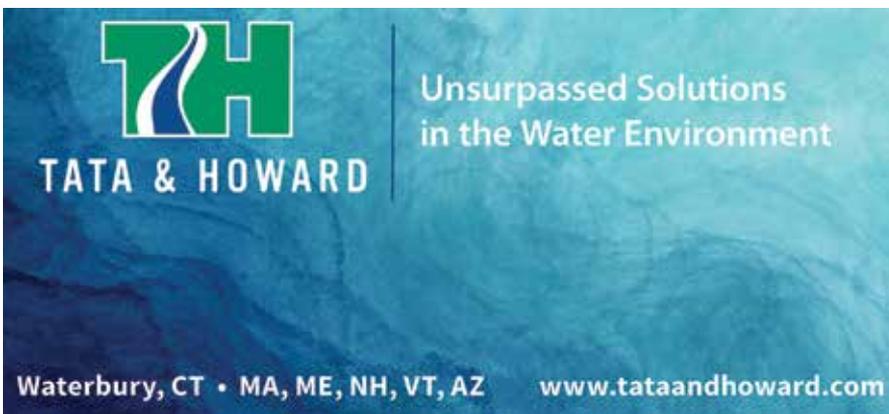
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EQUIPMENT MANUFACTURER FINDS WAYS TO HELP WITH ITS CUSTOMERS' AND THE INDUSTRY'S BROADER CONCERNS

By Cliff Lebowitz, Catalytic Reporting

Having decided that its commitment to serving the water industry as an equipment manufacturer means more than just developing hardware and software proposals and fulfilling them, TGO Technologies has sought input from its customers on how they are dealing with overarching industry concerns – and how the company can help as a supplying manufacturer.

One concern being investigated by this manufacturer of secondary containment vessels for gas cylinders is coping with the widely acknowledged situation of aging plant management and workers. These personnel have typically stayed at their places of employment for many years, with their average tenure noted in one recent study by the federal Bureau of Labor Statistics (BLS, 2018) to be the highest among all industries, and there is deep concern about how they are to be effectively replaced with knowledgeable and trained new personnel.

So far in its ongoing investigation, the company has learned some things about what is already being done by plant management to address the aging workforce challenge; how the design of TGO's equipment and its on-site training can help; and how a special partnership with the American Water Works Association (AWWA) may address the problem.

PLANT MANAGEMENT OBSERVATIONS

“As long as the equipment information is effectively passed on, there shouldn't be any problems for new people,” noted Alex Mares, the water utilities supervisor for Lake Havasu City, AZ. “Meanwhile, overall, our city is looking at optimizing training programs to get new guys interested in plant operations, including drawing them from our own distribution system crews, toward getting them interested in training for whole-plant operations.”

Another manager noted how the design of the containment vessels, and the manufacturer's training in their use, can help. “Training for this equipment is pretty straightforward; we just need to have somebody with experience on site when we are changing out the chlorine cylinders,” summarized Mike Holloway, chief operator for the Walnut Creek Special Utility District in Lake Bridgeport, TX.

“It's not a long process to learn,” he continued. “We don't need six months to train somebody. It shouldn't take more than four changeouts to learn it well.”

AWWA SCHOLARSHIPS

In a further commitment to assisting with the challenge, TGO is taking advantage of AWWA and its membership's recognition of the importance of investing in students as the future of the water industry. As part of that commitment, AWWA takes a very active role in supporting students, distributing more than 40 scholarships to students nationally. The scholarships range from \$5,000 to \$10,000.

So, partnering with AWWA in the effort toward financially supporting aspiring civil and environmental engineers and encouraging their entry into the water industry, TGO is establishing a \$5,000 scholarship eligible to students attending schools where one of its ChlorTainer™ containment units sold.

The company's present goal is to reach an annual donation threshold of \$20,000 and, in the program's first year, TGO was able to donate \$5,000. Further information on the program is available via the AWWA scholarship page.

FURTHER INITIATIVES

More sharing of information among utilities on how they are coping with the aging workforce challenge can certainly help, as can further attention from manufacturers on simplifying equipment design and increasing participation in scholarship initiatives. But other actions can help as well.

More high school outreach might be especially promising. One study by the Princeton Review says that the most popular college majors among youth today are computer science, communications, and political science because they are regarded as offering the best prospects for advancement and the highest salaries (Franek, 2019). Another study by the BLS (2019) says that the information industry's workforce is already more than five years younger than the water industry's.

The water industry can certainly offer prospects for employment and opportunities for advancement as a growing population increases the need for plant personnel. The students electing their major based on the “hot” trends may want to consider looking into the water industry.

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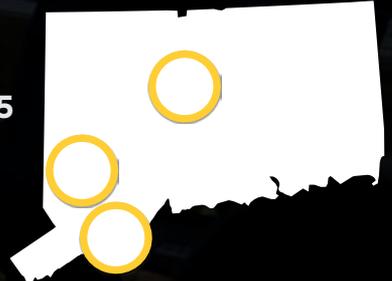
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